

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food and the weather! (Glorious sunshine).*

Which aspect of your stay was least enjoyed? *Time between activities*

How do you rate the overall product on a value for money basis? *Poor*

Will you be considering a further visit with Manor Adventure? *No*

Have you any further general comments which you feel would be useful to us?

- *Staff available during night* - *Allocated group leader for all sessions/activities*
- *Cleaning equipment for staff (teaching) to use during night.*
- *Fresh milk for tea/coffee*
- *Separate medical fridge.*

Where did you hear of Manor Adventure? *Wearhead School*

What were the reasons for choosing Manor Adventure? *Recommendations from staff who had visited previously*

Which centre did you visit last year? ~~Robinwood~~ *Last residential 2019 @ Robinwood*

What other visits does your school organise? *Weardale Adventure Centre, Robinwood,*

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France? *N/A*

Name: Name:

Address: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: LOCKEESBIE MANOR DATES: 22-24 JUNE 2022
NAME OF ACCOMMODATION: MANOR HOUSE

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? 4

How could we improve our website, www.manoradventure.com?
ABILITY TO VIEW PHOTOS TO SHOW CHILDREN ROOMS ETC.

If you had a visit from one of our School Journey Advisors: N/A
Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 2
Operations (Rooming, outdoor pursuit programmes, support)? 5
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 5 (2 fire drills practice
Room Allocation: 5 (Inadequate wifi was difficult for children
Introductory Talk: 3 (for diabetic child) with additional needs.

SECTION 3: Centre Facilities:

Pupil Accommodation: 5 (No blinds, bedding (none),
Teacher Accommodation: 3 (too hot, no wifi for medical needs, showers not working well).
Washing & Toilet Facilities: 5 (smell of drains, not enough toilets, nowhere to change Cleanliness / Hygiene:
The Grounds: 1 Catering: 5 (No supper or snacks, change of menu making it tricky for diabetic child).
Were there any accommodation problems?
AS mentioned above - wifi, blinds, ventilation, no equipment for clearing vomit or other issues during night, Teachers lounge too far from children.
Standard of cleanliness / tidiness? (teacher & pupil)
2 - cleaner very helpful when we reported where children had been sick and areas cleared immediately.
Standard of Furnishing?
3

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2 (at mealtimes) 5 - children would have benefitted from fruit/snacks between activities and something before bed.

Was the food served promptly? 2 but we were asked to leave even quickly when the seats weren't required for another school. (Sometimes we only had 20 mins).

Were all dietary requirements catered for? 5 - Vegan child had to ask for a dessert and many changed which complicated insulin requirements for diabetic child.

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1 - Some staff excellent

Which Instructors were motivating / clear / enthusiastic? but a couple of others were less enthusiastic.

Joe, Holly, Rosie, Ryan, Jenny

How do you rate the outdoor pursuits? mixed - some better than others

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP's, obstacle, climbing, archery

Are there any new outdoor pursuits you would like Manor Adventure to offer? ✓

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Less 'down time' between activities and faster pace for some. More indoor areas for groups to meet